HARIKA BANDELA

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EDUCATION

Masters in information technology - Project Management   **January 2022 - December 2023**
Arizona State University, Tempe, AZ   GPA: 4.00
Bachelor of Technology in Information Technology   **August 2017 - August 2021**
Bhoj Reddy Engineering College for Women - Hyderabad, India   GPA: 8.1

TECHNICAL SKILLS

Languages: Python, Java, C, C++, JavaScript, Scala, C#.
Web Technologies/Frameworks: HTML5, CSS, Bootstrap, React.
Tools & OS: Linux, Windows, Git, MacOS, .NET Framework.
Databases & Cloud: MySQL, MongoDB, Microsoft SQL Server, PostgreSQL, AWS.
Relevant Courses: Data Structures and Algorithms, Database Management Systems, Data Visualization.

PROFESSIONAL EXPERIENCE

Service Delivery Engineer   **August 2021 - December 2021**
Dell Technologies   *Hyderabad, India*
- Strengthened technical solutions for 15+ clients, integrating VMware, backup/recovery, ITIL, Agile, Scrum, and DevOps.
- Executed ETL from a SQL database with 10,000 transactions and created a dashboard in Microsoft Power BI.
- Innovated monitoring solution that visualized and analyzed metrics using the Prometheus tool and Kubernetes to generate alerts and improve system reliability by 25%.
- Automated troubleshooting based on infrastructure, platform, network, storage issues, increasing system stability by 30%.

Software Engineer Intern   **January 2021 - June 2021**
Void Main Technologies   *Hyderabad, India*
- Deployed an eCommerce website using Django, Python, Bootstrap, HTML, CSS, and JavaScript, achieving 100% uptime.
- Linked PayPal as a payment method and designed a user-friendly checkout flow for both registered and guest users.
- Optimized Response time by 15% by resolving bugs to optimize web APIs and provide a smooth user experience.

Software Engineer Intern   **July 2020 - December 2020**
Wstazure Software Solutions   *Hyderabad, India*
- Developed and implemented a new feature that improved system performance by reducing query response time by 30%.
- Collaborated with the design team to implement a responsive user interface, resulting in 20% increase in user satisfaction.
- Evaluated 20 code submissions, reducing bugs by 15%, improving code quality, resolving critical data corruption bugs, and enhancing data integrity.

PROJECTS

Social Research Organization Web Application (Capstone Project), ASU   **April 2023 - May 2023**
- Empowered automatic scaling using a launch template, resulting in a 50% reduction in server downtime during peak traffic.
- Configured SSL/TLS encryption and secured the application, reducing the risk of unauthorized access by 70%.
- Integrated AWS Systems Manager Parameter Store with AWS Lambda for automated parameter updates.

Chatbot Broadcasting Server, ASU   **April 2022 - May 2022**
- Implemented deployment of the chat server, providing user access, and broadcasting capabilities, leading a team of 3.
- Transformed a chat server using Python, and TCP Sockets for 100% effective communication and functionality.

Student Admission Management System, ASU   **March 2022 - April 2022**
- Engineered an interactive platform to maintain records of 500,000 users and the transactions of admission management.
- Modelled data using Docker to deploy, NoSQL, and JSON for storing and modifying student data in the database.

On-Road Vehicle Breakdown Assistance Finder, BRECW   **January 2021 - April 2021**
- Developed an Android app in Android Studio using Java and Google Maps API, resulting in a 90% increase in successful issue resolution for drivers seeking vehicle breakdown assistance, while incorporating Firebase Cloud Messaging for effective communication between drivers and assistance providers.

TodoMatic, BRECW   **September 2020 - November 2020**
- Customized web-based full-stack to-do app, built with Node.js, React, Express, and MongoDB.
- Verified with a responsive design optimized for multi-device compatibility, with a 20% increase in task completion rate and a 30% reduction in time spent on task management, enhancing productivity and user satisfaction.